

**MNP**



# Request for Proposals

Selection of a Safety Audit Solution

On Behalf of: Made Safe



Prepared for Made Safe by MNP  
Issued: October 13, 2021

Submission Deadline:  
**November 9, 2021 at 5:00pm CST**

Submit Attention to:  
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# 1.0 Introduction

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MNP has been engaged by Made Safe Manitoba to assist in the selection of Safety Audit Solution.

We are issuing this Request for Proposals (RFP) on behalf of Made Safe and inviting vendors to submit responses to enable us to determine if the key functional, technical and business criteria can be satisfied by your solution. At Made Safe's discretion, the RFP responses may be used to short-list vendors who may be invited to submit quotes or formal proposals or may be used to directly proceed to negotiating a contract with a vendor without a subsequent request for proposal.

Only vendors who respond to the RFP in accordance with the submission guidelines will be considered.

## 2.0 Business Requirement

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### 2.1 Background

SAFE Work Manitoba (SWMB), a division of the Manitoba WCB, is dedicated to the prevention of workplace injury and illness. Working with partners in the safety community, SWMB provides prevention education, safety programming, consulting and strategic direction to create a culture of safety for Manitoba.

SWMB has established a standard for occupational safety and health in the province called SAFE Work Certified. SAFE Work Certified sets the standard for safety and health certification programs offered by industry-based safety programs and associations (IBSPs). These safety and health certification programs are offered to Manitoba employers to help reduce workplace injuries and illnesses and promote a culture of safety in Manitoba, in turn providing reductions and rebates in WCB premiums.

Made Safe is one of three IBSPs that are Certifying Partners (CPs) for the SAFE Work Certified program. CPs are tasked with providing direct support and resources needed by employers to obtain safety and health certification. Currently, each CP employs or contracts Auditors to conduct audits of companies seeking this certification. The audit information is captured on an excel spreadsheet.

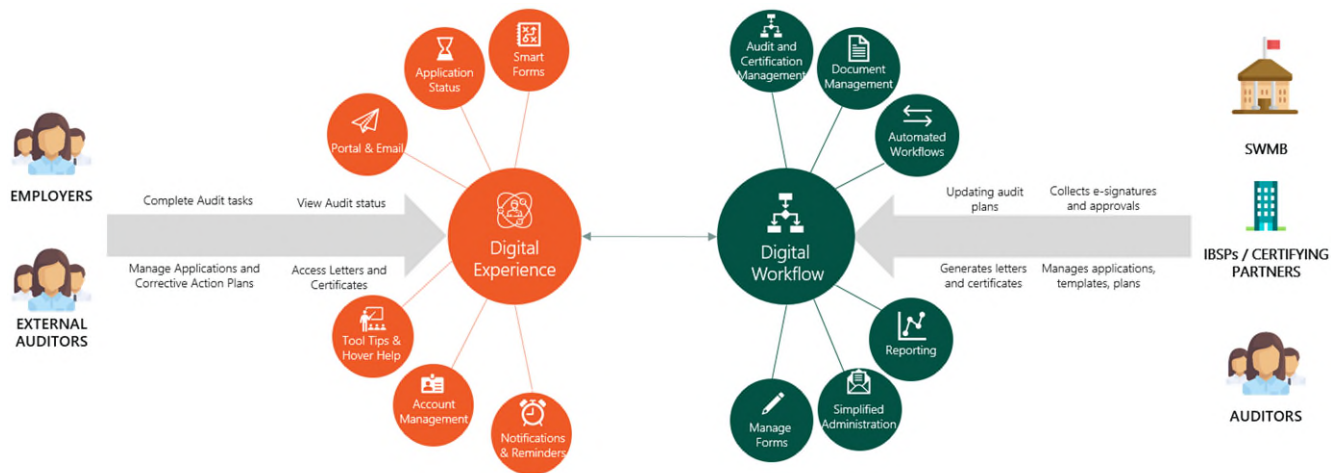
Based on the result of the audit, the CP would recommend employers for certification and SWMB grants the certification. As part of their process, SWMB may review the detailed audit spreadsheet for quality assurance purposes.

Currently, the audit tool used is an excel spreadsheet which is completely manual, susceptible to error, time consuming, massive amounts of administration and very ineffective for data driven insights.

## 2.2 Vision and Goals

Both SWMB and the IBSPs envision a single solution where all stakeholders, from employers to external auditors to IBSPs, have access to the audits they are a part of. This would include all aspects of safety audit management including but not limited to planning, administration, upload and download of documents, audit scoring, external facing interface (employer portal), configurable forms, etc.

The concept model below depicts the high-level goals and desired future state for the audit tool.



The successful proponent will be delivering a solution that can meet the future state vision.

## 2.3 Current Process Overview and Requirements

This section provides a brief process overview. Business and System requirements are provided in Appendix B of this document. The current excel-based audit tool is included in Appendix C of this document, for your reference.

The Employer (company seeking SAFE Work Certification) initiates the process by expressing interest to their designated IBSP (dependent upon which industry is applicable). They contact the IBSP, fill out the registration document, complete mandatory training from the IBSP, then receive an Audit Application which they fill out.

The IBSP processes the audit application and assigns / routes the audit to an Auditor (which are both internal staff of the IBSP and / or external to the IBSP). Once an Auditor is assigned, the Employer receives the audit requisition form, fills it out and returns to the Auditor.

The Auditor sends out the audit confirmation letter to the Employer and begins the planning, scheduling and meetings with the Employer. The Auditor conducts the audit and completes the audit tool (excel-based spreadsheet), including providing the scoring of the audit. The preliminary audit report is also created.

The IBSP receives the audit results and preliminary report and conducts the required quality assurance (QA) reviews. The IBSP then sends the Employer a link to complete the auditor evaluation (survey completed in Survey Monkey).

SWMB reviews the recommendation package and provides determination (approval or denial) of certification. The Certification is then issued to the IBSP. The IBSP then sends the final audit package and determination to the

Employer and the Auditor. The Employer would provide sign-off on the audit report.

The IBSP receives the Employer sign-off and then provides it to SWMB. SWMB then issues the Certification date to the IBSP. The IBSP sends the Certification date, along with the Action Plan template to the Employer. The Employer completes the Action Plan and sends to the IBSP. Once received, the IBSP provides the Certificate to the Employer. The IBSP reviews the action plan, the SAFE Work Certified audit concludes, and the Maintenance Audit process begin.

Appendix A is a process diagram outlining the current SAFE Work Certification Audit process. Each horizontal row indicates an actor involved in the process and each task/activity that each actor completes is contained within each row. Upon successful completion of the certification, a Maintenance Audit is required to remain SAFE Work certified.

\*\*It is highly encouraged that proponents visit the SAFE Work Manitoba website for additional materials such as: Audit Application, Audit Requisition, Audit Quality Assurance Review Record, useful guides, process overviews, etc.

<https://www.safemanitoba.com/safe-work-certified/Pages/Forms-and-Tools.aspx>

## 2.4 Potential Number of Users

There are currently three (3) IBSPs / CPs that would be using the tool. In the future, it is highly desired that COR IBSPs / CPs, as well as any other IBSPs / CPs that perform and / or administer Safety Certifications be able to utilize the audit tool.

The following table indicates the current and anticipated audit volumes and auditor counts for the three current IBSPs and an IBSP anticipated to join soon. Please note these are estimates.

Estimated Audit Volumes and Auditor Counts			
	2021	2024	2026
Number of Audits	84	322	537
Number of Maintenance Audits	48	310	570
Number of Internal Auditors	109	404	684
Number of External Auditors	23	53	83

## 3.0 Approach

Made Safe prefers a “buy rather than build” approach as far as possible. Made Safe’s preference is for leveraging existing products that can be configured to meet requirements and then to fill in any functionality gaps through customization or development.

# 4.0 Submission Guidelines

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## 4.1 RFP Schedule

The RFP schedule is outlined in the table below. Only submissions received by the specified contact will be accepted and responded to.

RFP Issue Date	October 13, 2021
Respondent Question Accepted until:	Deadline for Questions: <b>Tuesday, November 2, 2021 at 5:00pm CST</b> Submit by email to: Contact Name: Ashley Medernach Email: <a href="mailto:Ashley.Medernach@mnp.ca">Ashley.Medernach@mnp.ca</a>
RFP Closing Date/Time:	Deadline for Submissions: <b>Tuesday, November 9, 2021 at 5:00pm CST</b> Submit in PDF by email attention to: Ashley Medernach <a href="mailto:Ashley.Medernach@mnp.ca">Ashley.Medernach@mnp.ca</a> Subject Line: RFP – Safety Audit Solution – [Vendor Name]

All above dates are subject to change at the sole discretion of Made Safe. Any changes to the RFP schedule will be communicated to all respondents.

## 4.2 Response Format

The following sections provide guidance for respondents to effectively craft their response. Please include each of the following sections in your submission. Responses must follow the outlined format below.

### 4.2.1 Executive Summary

Provide a brief overview of the general strategy and services contained within your proposed solution.

### 4.2.2 Company Profile

Provide the following information for the company and any other organization (if any) with which the prime vendor has teamed up with or sub-contracted to provide the audit tool solution.

- Company Name
- Primary Address
- Contact name, title, phone, email
- Overview of company's business, areas of expertise, services offered and business organization

- Length of time company has been in business

### 4.2.3 Key Corporate Qualifications

Provide the following:

- Two years of financial statements or other information that would demonstrate financial stability
- Description of experience in any of the following areas: manufacturing safety, trucking safety, safety audits, safety management, etc. Experience delivering solutions in one or more of these areas is preferred.
- At least 2 client references and project descriptions for projects completed by the proponent that are similar to this project outlined in this RFP. Provide an approximate total cost for each referenced project. Reference contact information should include a phone number and/or email.
- Number of clients using the proposed product platform
- Number of current clients
- Number of current clients in Canada
  - Is it currently being used in Manitoba?
  - Have you ever completed work in Manitoba previously?

### 4.2.4 Solution Description

Please provide each of the following:

- **Strategic Fit and Product Features.** Provide a clear understanding of Made Safe objectives and identify how you will be able to address the Made Safe vision, with a focus on providing automation and workflows, audit management and scoring, reduction in administrative efforts and provide enterprise data analysis and reporting.
- **Fit with Business and System requirements.** Please fill out the business and system requirements spreadsheet, Appendix B, as per instructions included in the spreadsheet.
- **Architecture.** Please describe the overall solution approach – is it primarily based on a commercial or open-source product or is it purpose-built. Please provide a brief description of the proposed solution identifying the major functional modules and which of these will primarily be purpose-built for Made Safe, if any. Please identify any 3<sup>rd</sup> party or open-source components utilized in your solution. Also identify the technologies used to develop the solution. A deployment diagram is also preferred.
- **Product Roadmap.** Please provide your current product roadmap. If you are proposing a purpose-built solution, indicate this is not applicable.

### 4.2.5 Delivery Requirements

Please provide a response for each item below:

- **Methodology** – Please describe your approach, techniques, and/or tools to deliver your solutions.

- **Project Management** – Please describe your overall approach to project management when implementing a solution such as described in this RFP. Explain in detail your proposed interaction with Made Safe throughout the project.
- **Training** – Please describe what training will be provided prior to the Go-Live Date as well as after the Go-Live Date to enable Made Safe to manage the solution and support our ongoing training requirements when onboarding new users or for when there are new system releases/upgrades. Describe your approach to provisioning a training environment with production data post implementation.
- **End User Support and Documentation** - Please describe any Help Desk support that would be available. Please note that we require a Help Desk during business hours (Central time). Also describe what context-sensitive or interactive help features would be available online (e.g., system administration guide/user manual, quick start guide, FAQs, video tutorials, online chat, user support communities, etc.).
- **Proposed Work Plan** – Please provide a high-level preliminary project plan that follows your methodology, and which identifies tasks that you will carry out to complete each deliverable. A schedule in the form of a Gantt Chart showing the potential duration of each task and dependencies is also required. As part of the project plan, please include a description of a quality assurance and testing process that you will utilize. Made Safe understands that the proposed plan is subject to revision. Describe any key issues and challenges you have encountered in the past implementing your proposed solution and how you will address / mitigate in the implementation with Made Safe. Please provide details on the skills and time required for Made Safe resources to work with your team.
- **Warranty** – Made Safe desires a 30-day warranty post go live to ensure any issues from implementation are resolved. Please describe your warranty offerings and any associated costs.
- **Maintenance and Support** – Made Safe requires that the successful proponent commit to providing on-going technical support for the solution for a minimum of 1 year from then end of the Warranty period. Please describe maintenance and support offerings. Multiple options may be proposed. Please include maintenance and support costs, including costs for various options in the pricing section.

#### 4.2.6. Innovation and Value Add

Include an innovative approach to achieving the deliverables and / or any value-add the proponent may feel is relevant.



# 5.0 Pricing

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The objective of this section is to assist Made Safe in estimating the budget for the proposed solution. Made Safe is open to and will consider different pricing models including monthly subscription, per user subscription, purchase of software, or license purchase.

For the purposes of this RFP, cost estimates submitted by Respondents are non-binding, and are intended to assist Made Safe in assessing and budgeting for the potential costs associated with an audit solution.

Respondents are asked to provide as accurate and detailed a cost estimate as is reasonable based on their expertise and given the information provided within this RFP. Please provide the following price break down:

- Licensing or subscription costs
- Estimated custom development costs, if any
- Estimate software configuration costs, if any
- Estimated delivery and installation costs
- Annual Support Costs – costs associated to supporting and maintaining the system over a 1-year period.
- Warranty costs

Please include any assumptions that apply to the cost estimate being submitted. Provide costs in CAD.

# 6.0 Appendices

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## Appendix A – SAFE Work Certification Audit process

See the provided PDF document included as part of this RFP package.

## Appendix B – Business and System Requirements

See the provided excel file included as part of this RFP package. Respondents are expected to respond to each of the requirements identified in the attached document.

## Appendix C – Audit Workbook

See the provided excel file included as part of this RFP package of the current SAFE Work Certification Audit Workbook for your reference.